



COTS Internet Services Workgroup Charter

Established September 2002

Co-Chair: David Sullivan, City of Virginia Beach

Co-Chair: Tim Bass, Virginia Retirement System

Staff support provided by VIPNet

**Charter approved by COTS for recommendation to the Secretary of Technology on
January 9, 2003**

WORKGROUP MISSION SUMMARY

This workgroup will advise and assist the Secretary of Technology in taking action to achieve initiative 1 as defined in the Commonwealth of Virginia Strategic Technology Plan (STP) dated September 2002: "Revolutionize service delivery to our customers through implementation of a customer-facing Internet portal and increasing the quantity, quality, and adoption of online services, particularly in the area of online licensure and interactive forms."

By leveraging collaboration between state agencies, local governments, businesses and citizens, this workgroup will create the forum in which activities will be planned and performed in order to unite and expand web-based services -- the result being integration of all levels of government. The customer-facing portal and its component web and legacy resources will make use of technologies and methods that simplify navigation, provide consistent and integrated views of information, and automation of business processes through significant improvements in application interoperability, integration and reuse. Careful coordination of all activities addressed by this workgroup will help reduce or eliminate redundant or duplicate projects targeting web-based services.

MAJOR OBJECTIVES SUMMARY

The workgroup will advise and assist the coordinating entities, as appropriate, with each objective listed below. These objectives are taken from initiative 1 of the state's STP:

1. Identify and obtain necessary enterprise solutions. (Coordinating entity: VIPNet)
2. Design accessibility and usability templates for agencies. (Coordinating entity: VIPNet)
3. Governor's Executive Order directing that executive branch agencies provide business processes, including all licensing and permitting transactions, in a fully interactive manner

via the Internet. (Coordinating entity: VIPNet)

4. Publish an Interactive Business Directive. (Coordinating entity: DTP)

5. Provide agencies with an evaluation tool for projecting and measuring cost savings when fully interactive, integrated business processes are provided via the Internet. (Coordinating entity: VIPNet)

6. Develop and implement the electronic payments portal and other interactive services. (Coordinating entity: VIPNet)

7. Increase the percentage of professionals who may apply for and renew their professional licenses online. (Coordinating entity: VIPNet)

8. Assist agencies in the development of six new, fully interactive, integrated online services. (Coordinating entity: VIPNet)

9. Implement Virginia Business Portal. (Coordinating entity: VIPNet)

PROGRESS REPORT ON MAJOR MILESTONES AND DELIVERABLES

<i>Major Milestone or Deliverable</i>	<i>Date Due</i>	<i>Progress</i>
<i>Gain approval of charter by COTS general membership</i>	January 9, 2003	In progress
<i>Invite participation from state agencies, localities and businesses</i>	January 14, 2003	Planned
<i>Publish initial set of workgroup participants</i>	January 21, 2003	Planned
<i>Initial workgroup meeting</i>	Early February 2003	Planned
<i>Project plans and schedules for each major objective (1-9 above)</i>	Early March 2003	Planned
<i>New objectives based upon plans (above)</i>	TBD	TBD

ISSUES

January 9, 2003 -- Significant issues involving this workgroup include quickly and broadly communicating the workgroup mission to all state agencies, localities and businesses that may have a role to play and/or derive benefit from the goals set forth in initiative #1 of the state STP. This communication will emphasize that participants should anticipate playing an active and

ongoing role in the planning activities for each major objective. They will also be asked (where appropriate) to facilitate the timely performance of these plans in each of their organizations.

REQUESTED ACTIONS

January 9, 2003 -- The co-chairs for this workgroup ask that COTS approve this charter in its current form. If COTS believes minor changes need to be made, the co-chairs ask that approval still be given pending successful incorporation of those changes (which will be promptly incorporated into the charter and distributed via email for final approval). Update: COTS approved the charter for recommendation to the Secretary of Technology pending modifications to the mission referencing integration of all levels of government, application/process reuse and reduction in redundancy and duplication of effort in terms of creating and deploying online services (see Workgroup Mission Summary above).

UPCOMING EVENTS AND DATES OF INTEREST

See “Progress Report on Major Milestones and Deliverables.”